



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.6

Job Title: **CUSTOMER SERVICE REPRESENTATIVE III**

Pay Grade: 16

GENERAL SUMMARY:

Uses effective problem-solving techniques to provide general information and customer assistance for quality service. May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

RESPONSIBILITIES:

- Computes, authorizes and prepares documentation for adjustments to customers' accounts.
- Researches and reviews billing inquiries by using the computer and/or microfiche.
- Collects data and requests field investigations.
- Prepares written records of proceedings, as well as original correspondence to customers.
- Uses effective questioning techniques to verify/confirm customers' concerns.
- Maintains and monitors various records and reports.
- Coordinates field crew activities; receives information from field crews and other sources via radio, PC and telephone. Updates work orders, reports, routes and records, and takes action as needed.
- Responds to customers' questions received over the phone, face-to-face or through the mail.
- Provides information to customers who require financial assistance.
- May educate public on water conservation methods.
- May act as liaison to the Mayor's and Council Offices.
- Performs other related duties as requested.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Three years of administrative or customer service-related experience are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: October 1990

Revised: February 1998